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Sending Critical Information Across Networks

ReachPlus Alerts



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ReachPlus (Advanced) Client Configuration Generator

ReachPlus Alerts Client (Advanced) Configuration Generator is a tool to generate default configuration (.ini) files for ReachPlus Alerts Client (Advanced). The generated .ini file can then be used in a Remote Install.

([Download Tool](#)).

The step-by-step process is as follows:

1. Run ReachPlus Popup Client (Advanced) Configuration Generator.

You will see a window similar to the following:

ReachPlus Alerts Client (Advanced) Configuration Generator

Connection Settings

Port: 47650

Default Host: NTServ32

Connect Retry Interval: 25000 (milliseconds)

New Alert

☒ Pop up Window

☐ Pop up window as maximized

Advanced

Heartbeat Interval: 25000 (ms)

Miscellaneous

☒ Show text labels with toolbar buttons

☒ Run on System Startup

☒ Allow ReachPlus Alerts Client (Advanced) to exit

☒ Allow the user to configure connection information

☒ Check for software updates

Balloon tip display interval: 20 second(s)

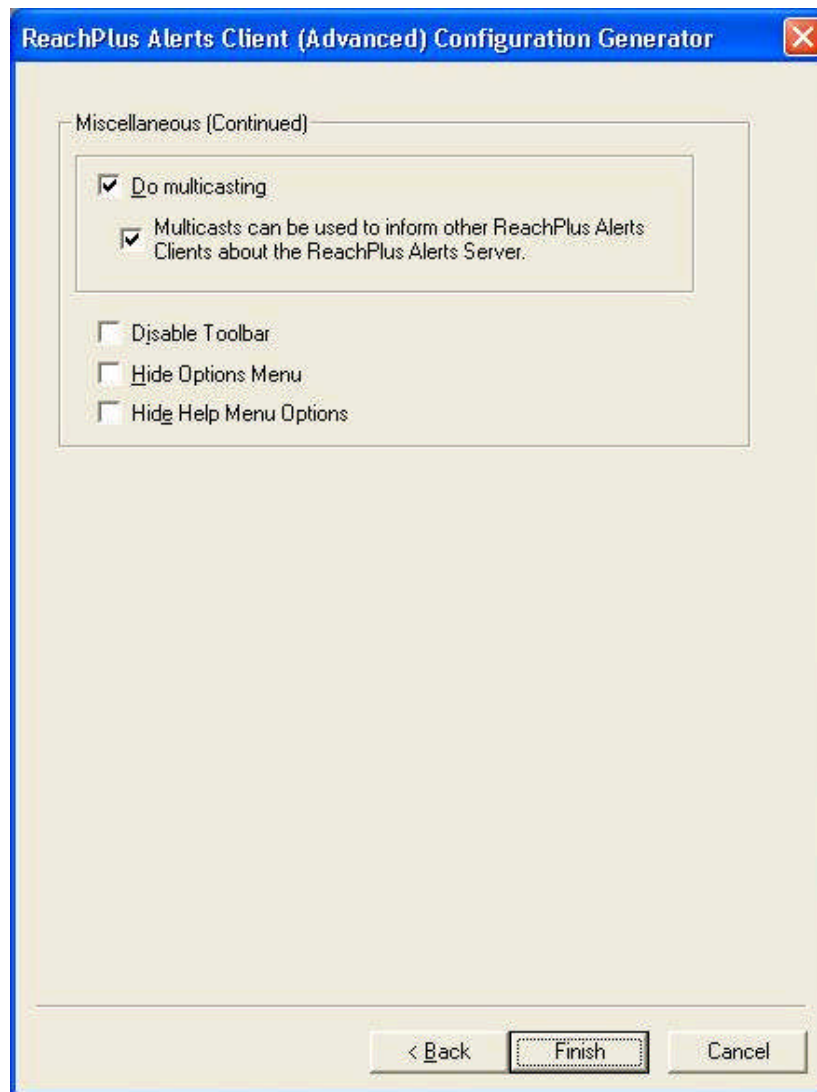
Mark messages read after displaying for 5 second(s)

2. Specify the various options that will go into the configuration file. The details of these options are as follows:

- » **Port:** Refers to the port number on which ReachPlus Alerts Client (Advanced) will try to connect to the ReachPlus Alerts Server.
- » **Default Host:** Refers to the host which is running the ReachPlus Alerts Server.
- » **Connect Retry Interval:** ReachPlus Alerts Client (Advanced) will automatically attempt to connect to the ReachPlus Alerts Server every 'n' number of milliseconds, where 'n' refers to the interval of time you specify in this option.
- » **Popup Window:** If this option is checked, ReachPlus Alerts Client (Advanced) displays the new message in a popup window.
- » **Pop up window as maximized:** If this option is checked, ReachPlus Alerts Client (Advanced) displays the popup message window as maximized.
- » **Sounds:** Clicking the Sounds button allows you to specify as to whether or not ReachPlus Alerts Client (Advanced) should play a sound when a new message arrives. You can choose to enable/disable sounds for each individual Alert Level that ReachPlus Alerts supports.

- » **Heartbeat Interval:** [ReachPlus Alerts Client](#) (Advanced) periodically sends a still-alive notification to the ReachPlus Alerts Server. This interval is known as the "heartbeat". This option allows you to configure the heartbeat interval for [ReachPlus Alerts Client](#) (Advanced).
- » **Security:** Clicking the Security allows you to configure security settings for [ReachPlus Alerts Client](#) (Advanced). You can choose to override the default security key that [ReachPlus Alerts Client](#) (Advanced) uses. Please note that [ReachPlus Alerts Server](#) (Advanced) and [ReachPlus Alerts Client](#) (Advanced) are required to have the same security key to work correctly. Please refer to [ReachPlus Alerts Help](#) for how to change the security key in [ReachPlus Alerts Server](#) (Advanced).
- » **Show text labels with toolbar buttons:** If checked, [ReachPlus Alerts Client](#) (Advanced) displays text labels with toolbar buttons.
- » **Run on System Startup:** If checked, [ReachPlus Alerts Client](#) (Advanced) will run when Windows starts.
- » **Allow ReachPlus Alerts Client to exit:** This option dictates whether or not the user will be able to exit from [ReachPlus Alerts Client](#) (Advanced). It essentially enforces a strict mode for [ReachPlus Alerts Client](#) (Advanced). It essentially enforces a strict mode for [ReachPlus Alerts Client](#) (Advanced). If left unchecked, the Exit menu option in the program will be disabled and the user will not be allowed to exit from the program. Furthermore, the option "Allow the user to configure connection information" that appear below, will also be unavailable to the user.
- » **Allow the user to configure connection information:** If this option is not checked, the user will not be able to configure the port number and hostname for [ReachPlus Alerts Client](#) (Advanced). The "options" window in [ReachPlus Alerts Client](#) (Advanced) will show these options as disabled.
- » **Check for software updates:** If this option is checked, [ReachPlus Alerts Client](#) (Advanced) will check the <http://www.tekalign.com> server for new versions of the software and inform the user when they become available..
- » **Download configuration file from the web:** If this option is checked, when [ReachPlus Alerts Client](#) (Advanced) is run, it will check <http://www.tekalign.com> for configuration files pertaining to the subnet on which it is running. If an appropriate file has been placed there, [ReachPlus Alerts Client](#) (Advanced) will download it and update its configuration settings in accordance with the information in the file.
- » **Balloon tip display interval:** [ReachPlus Alerts Client](#) (Advanced) optionally displays the new message as a balloon tip window just above the taskbar notification area. This option dictates the number of seconds that the said balloon tip window will be displayed.
- » **Mark messages read after displaying for X seconds:** [ReachPlus Alerts Client](#) (Advanced) displays unread messages in bold. This option allows you to specify the interval of time that must elapse before an alert message is marked as read.

3. Click **Next**. A window similar to the following will be shown.



Do Multicasting: If checked, this option causes ReachPlus Alerts Client (Advanced) to try to automatically determine the IP address of the host where the ReachPlus Alerts Server is running, by using multicasting.

Multicasts can be used to inform other ReachPlus Alerts Clients about the ReachPlus Alerts Server: If checked, this option causes ReachPlus Alerts Client (Advanced) to respond to any multicasts requesting ReachPlus Alerts Server information, if the Client is itself connected to a Server.

Disable Toolbar: If checked, this option disables the main toolbar in ReachPlus Alerts Client (Advanced).

Hide Options Menu: If checked, this option hides the Options menu in the main window of ReachPlus Alerts Client (Advanced). You can, however, still access the Options screen in the program by pressing a special hotkey combination: **Ctrl + Shift + F9**.

Hide Help Menu Options: If checked, this option hides the help options that are available by default under the Help menu in ReachPlus Alerts Client (Advanced), namely 'Read Me', 'License Agreement', 'Bug Report' and 'Frequently Asked Questions (FAQ)'.

4. Click **Finish to generate the configuration file when you're done.**

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ReachPlus Alerts

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Silent install and rolling out ReachPlus (Advanced) Client Instructions

Select a machine which is configured similarly to the computers on which you wish to deploy ReachPlus Alerts Client (Advanced). Make sure that the Client is not running.

1. Exit from the ReachPlus Alerts Client if it is already running on the computer.
2. Run ReachPlus Alerts Client setup (ReachPlusAlertsClient-A.exe) from the command line with the /s /a /r options. Example follows:

ReachPlusAlertsClient-A /s /a /r

3. When you run the ReachPlus Alerts Client setup as described in step 2, the setup will come up in Wizard mode. Complete the setup. After the setup finishes all your responses would be recorded in the SETUP.ISS response file located in the **Windows** or **WinNT** directory.

Below is the sample of a typical **SETUP.ISS** file created by the ReachPlus Alerts Client install.

[InstallShield Silent]

Version=v5.00.000

File=Response File

[DlgOrder]

Dlg0=SdWelcome-0

Count=4

Dlg1=SdLicense-0

Dlg2=SdAskDestPath-0

Dlg3=SdFinish-0

[SdWelcome-0]

Result=1

[SdLicense-0]

Result=1

[SdAskDestPath-0]

szDir=C:\Program Files\tekAlign\ReachPlus Alerts Client-A

Result=1

[Application]

Name=ReachPlus Alerts Client-A

Version=4.00.000

Company=tekAlign

[SdFinish-0]

Result=1

bOpt1=0

bOpt2=0

4. Generate a ReachPlus Alerts Client configuration file (**RPCAlertsConfig.ini**) using the **ReachPlus Alerts Client (Advanced) Configuration Generator** tool.

(see **ReachPlus Client Configuration Generator instructions**)

5. Copy the **RPCAlertsConfig.ini** and **SETUP.ISS** files into the same location as the **ReachPlusPopupAlerts-A.exe** setup file. When running an installation in 'silent mode', no messages will be displayed. Instead, you can ask for a log file to be created to record installation information, including if the installation was successful. You can review the log file to determine the result of the installation.
6. In order to do a silent install, run ReachPlus Alerts Client setup with the /s /a /iniPath "<drive>:\RPCAlertsConfig.ini" /s /f1 "<drive>:\setup.iss" options. An example follows

ReachPlusAlertsClient-A /s /a /iniPath "c:\RPCAlertsConfig.ini" /s /f1 "c:\setup.iss"

Note that there is no space between the /f1 and the filename. Also, make sure you specify the full path for the setup.iss file, as shown in the example above.

Command Line Switches:

- **/ifp** – ReachPlus Alerts Client (Advanced) uses a folder named "RPCAlertsAdvData" in the install directory. The Client should have read/write permissions to this folder. If the users running the Client do not have the permission to write to the install folder they can be given permission to write to the data folder by passing the /ifp switch to install. For example:

```
ReachPlusAlertsClient-A /s /a /iniPath "c:\RPCAlertsConfig.ini" /ifp /s /f1"c:\setup.iss"
```

When /ifp is passed on the command-line the built in NT Group named 'Everyone' is assigned full permissions to the data folder only.

- **/ifn** - Install ReachPlus Alerts Connectivity Manager.
- **/icf** - Configure Messenger Service and Windows Firewall for ReachPlus Alerts Client. /icf is ignored if **/ifn** is not passed.

Example:

```
ReachPlusAlertsClient-A /s /a /iniPath "c:\RPCAlertsConfig.ini" /ifp /ifn /s /f1"c:\setup.iss"
```

Security Note:

If the Windows Firewall on target computer(s) is configured to disallow exceptions, the /icf switch will turn exceptions on in order to allow ReachPlus Alerts Client to connect to the ReachPlus Alerts Server. Please note that this allows other applications (the ones that were previously configured to go through the Windows Firewall) to establish outbound connections as well.

7. In order to create a log file, run the ReachPlus Alerts Client setup with the **/s /a /iniPath**

```
"c:\RPCAlertsConfig.ini" /s /f1"<drive>:\setup.iss" /f2"<drive>:\setup.log" options.
```

Make sure to specify the full path for the **setup.iss** and **setup.log** files, for instance, if the setup.iss and ReachPlus Alerts Client setup file (ReachPlusAlertsClient-A.exe) are located on the C: drive's root the command line would be:

```
ReachPlusAlertsClient-A /s /a /iniPath "c:\RPCAlertsConfig.ini" /s /f1"c:\setup.iss" /f2"c:\setup.log"
```

Note that there is no space between the /f1 and the filename and /f2 and the filename.

Silent install will fail if,

- » ReachPlus Alerts Client (Advanced) is already running on the target computer.
- » The destination path specified during step 3 is not valid on the target computer, for instance, if the destination path specified in step 3 was on a d: drive and the target computer does not have a d: drive.
- » The user running the install does not have administrative privileges on the target computer or does not have full rights to the destination folder.

Silent Setup Log

An integer value is assigned to the ResultCode keyname in the "[ResponseResult]" section of the Setup.log file. The ResultCode keyname can have one of the following return values.

- 0 Successful installation
- 1 General error
- 2 Invalid mode
- 3 Required data not found in the Setup.iss file
- 4 Not enough memory available
- 5 File does not exist
- 6 Cannot write to the response file
- 7 Unable to write to the log file
- 8 Invalid path to the Silent install response file
- 9 Not a valid list type (string or number)
- 10 Data type is invalid
- 11 Unknown error during setup

- 12 Dialog boxes are out of order
- 51 Cannot create the specified folder
- 52 Cannot access the specified file or folder
- 53 Invalid option selected

The following example shows a Setup.log file for a successful silent install of ReachPlus Alerts Client (Advanced)

[InstallShield Silent]

Version=v5.00.000

File=Log File

[Application]

Name=ReachPlus Alerts Client-A

Version=4.00.000

Company=tekAlign

[ResponseResult]

ResultCode=0

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